



ACCESS PACK



Welcome!

😊 Welcome! - We want everyone to feel happy and safe when they come to the theatre.

🎭 What to Expect - Some people like to know what will happen before the show begins, and that's okay!

📖 Your Guide - This picture guide will help you get ready for your visit to The Alban Arena.

💡 Lights & Special Effects – Learn about the possible lighting and special effects used in a show.

🔊 Sounds – Find out about any loud or surprising sounds.

🗺 Theatre Layout – Helps you get to know what to expect before you get here.





This is what a performance at The Alban Arena looks like. It is performed in front of forward-facing seats in the stalls and a horseshoe shape of seats in the circle upstairs, which means the audience sit in front of the characters.



This is how our auditorium looks from the ground floor and from the stage.

Our theatre accommodates up to 854 guests for seated events and up to 1,181 for standing performances.

We offer a diverse programme of shows, including pantomimes, comedy, live music, ballet, and guest talks.



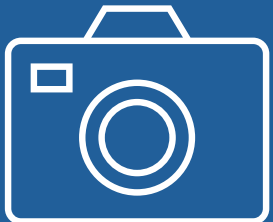
About The Show



- The performance running times vary, details may be found on the website. Alternatively, please contact the box office for more information.



- The show may use smoke and haze in the performance.
- The show may contain loud noises and bangs.
- The show many contain strobe or flashing lights.
- Audience participation may take place during the performance.

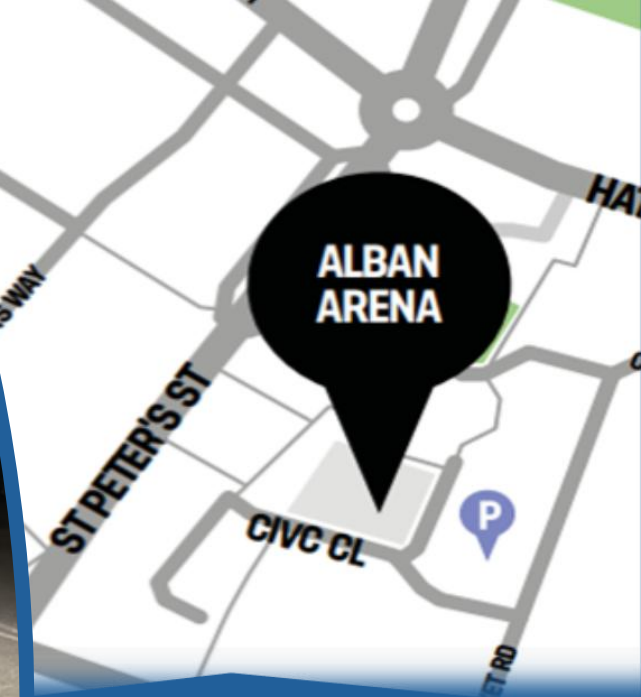


- The use of photography and filming is strictly prohibited at our venue; however, some shows may allow this. This information will be clarified upon arrival.

If you have any worries or questions about the information above, please contact the Box Office before your visit or ask a staff member when you arrive.

Accessible Parking at The Alban Arena

- The closest car park to the venue is The Civic Centre Car Park, located on Bricket Road, which has 2 entrances and exits.
- Disabled parking bays are located on the basement and first level of this car park (as displayed).
- Alternative disabled parking bays can be located behind the venue (subject to availability) or the double yellow lines along Civic Close.



What To Expect At The Theatre



There is level access to the entrance of The Alban Arena via the slope.



Level access remains throughout the main entrance, box office, foyer area and the flat stalls in the auditorium.



This is the front entrance to The Alban Arena. There is wheelchair access through the front doors of the theatre, and automatic foyer doors.

PRIORITY SEATING

You are seated in an accessible area. Please be mindful of others who may need this seat



for your understanding

Priority seating is in the Box Office foyer. This area can also be utilised during show times as a quiet space.

BOX OFFICE



This is the Box Office where you can book tickets, amend your existing booking or ask any queries you may have.

People can gather here if you are waiting for additional members of your party to arrive before the show starts.



Disabled Toilets are located on the ground floor opposite the main bar. A radar key is required to access these toilets. The radar key is available from the Door Person or Box Office. Non accessible toilets are located on lower floor via 21 steps.



Main Bar (located on entrance/ground level)

The Main Bar Offers:

- Hot, cold, soft and wider range of alcoholic beverages, Confectionary snacks such as crisps, ice cream and a small selection of chocolate packs.



Kiosk (located on entrance/ground floor)



Circle Bar (located on top floor) via 23 steps

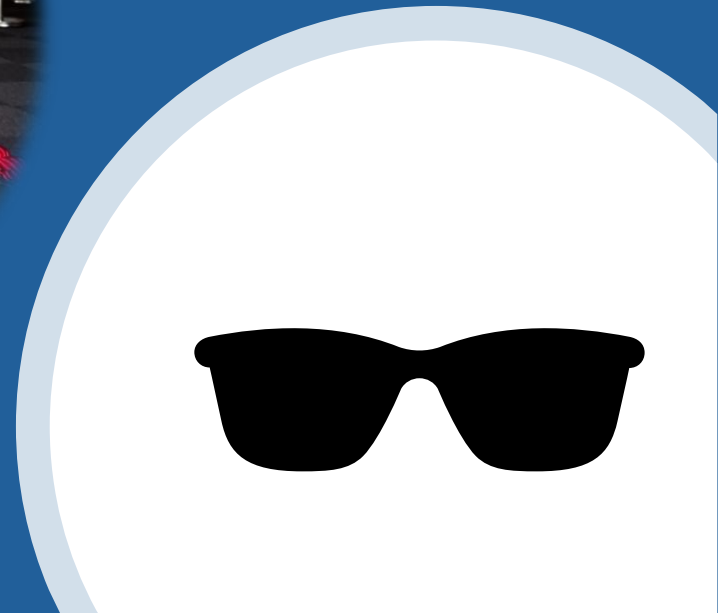
The Kiosk and Circle Bar offers:

- Cold, soft drinks and smaller selection of alcoholic beverages.
- Confectionary snacks such as crisps, ice cream and small selection of chocolate packs.

Access Pack Tote Bags

At The Alban Arena we have a limited number of Access Pack Tote Bags available. This tote bag includes items such as:

- Ear Defenders and Ear Plugs
 - Sunglasses
 - Colouring Sheets and Crayons
 - Fidget Toy
 - Printed Version of Access Pack
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- These Access Pack Tote Bags can be reserved from The Box Office in advance by telephone or email.
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- Please note: You will be required to leave a deposit of either £20 cash or a form of ID , either option will be returned to you in exchange for the Access Pack Tote Bag at the end of the performance. If The Box Office is closed, please return your Access Pack Tote Bag to The Duty Manager.



WaveCAST



- At The Alban Arena, we have a WaveCAST WIFI system for individuals who are Hard of Hearing.
- To access this, download the Williams AV WaveCAST App.
- Connect to the WaveCAST WIFI network (this will have no Internet Access).
- Open the app and select what you want to listen to.
- Once connected, the ticket holder must ensure their phone is connected to their aid and the aid is the selected audio output.
- The app will only work inside the auditorium.
- Please note we have a spare device on site should you not own a smart device, or your own device cannot connect. Please speak to the Duty Manager on site should you require any assistance.

If you have any queries in advance of your visit, please contact the Box Office directly

Other Information



Your guide, hearing or support dog is welcome. Please advise the Box Office at time of booking. We do require proof of eligibility through a Recognised Assistance Dog ID card.



Certain performances are BSL signed for the deaf/hard of hearing. For further information on these, please contact the Box Office.



Touch tours may be available upon request.



Please note that we do not have a lift/elevator available on site, please do check your booking carefully and if you need to make any amendments to your booking then please visit the box office or contact the venue.

For more information, please contact us at the Box Office.



Call The Box Office on 01727 844488 between the hours of 10am-2pm, Monday to Saturday.



Email the team on Albanarenaticketing@everyoneactive.com



Visit and speak with our friendly Box Office team in-person between the hours of 10am-2pm, Monday to Saturday.



[Accessibility](#) | [The Alban Arena](#) | [Everyone Theatres](#)



**We aim to be as accessible and inclusive as possible for everyone who visits our venue.
We are here to ensure everyone's visit to the Alban Arena is a positive and memorable one.**

